

## **JOB POSTING**

**POSTING DATE:** July 28, 2016  
**POSITION:** Emergency Mobile Psychiatric Services (EMPS) Contact Center Clinician  
**JOB GRADE:** 15  
**REPORTS TO:** EMPS Contact Center Manager  
**HOURS:** Sunday through Thursday: 10:00 p.m. – 6:00 a.m.; Full-Time (40 hours)  
On call rotation during unscheduled shifts, including some holidays.

### **POSITION SUMMARY:**

The EMPS Contact Center Clinician provides crisis assessment, intervention and stabilization services for youth under the age of 18 during after hours of operation. This position strives to fulfill the mission of United Way of Connecticut at all times while at work.

### **QUALIFICATIONS AND SKILLS REQUIRED:**

- Master's degree in psychology, social work, marriage and family therapy or counseling with three years of experience which includes the delivery and oversight of community mental health services for children and families required.
- Licensed or Licensed-eligible in social work, marriage and family therapy or psychology in the State of Connecticut.
- Must obtain certification as a Crisis Worker through the American Association of Suicidology when eligible.
- Knowledge, familiarity and/or experience with contact center operations.
- Working knowledge of contact center technology and supporting software systems.
- Ability to handle a high call volume in a fast-paced contact center environment.
- Well-developed counseling and coaching skills.
- Knowledgeable about all 2-1-1 programs and critical data systems and services in addition to crisis intervention.
- Proficiency with MS Office applications.
- Ability to maintain a high level of confidentiality in day-to-day duties.
- Solid written and verbal communication, listening, organization and priority setting skills.
- Strong customer focus in all tasks and activities, even while under pressure.
- Solid problem solving skills.
- Ability to work and produce in a team environment.
- Ability to relate well with people from diverse groups.
- Ability to perform job with integrity and values consistent with the UWC Mission.

**TO APPLY:**

Submit resume and cover letter explaining how you qualify via email to [recruitment@ctunitedway.org](mailto:recruitment@ctunitedway.org)

**DEADLINE FOR SUBMISSION OF RESUME AND COVER LETTER: August 27, 2016**

**As a VEVRAA Federal Contractor, United Way of Connecticut, Inc. desires priority referrals of protected veterans for positions at its location at 1344 Silas Deane Hwy, Rocky Hill, CT 06067.**

**Any questions may be referred to [Recruitment@ctunitedway.org](mailto:Recruitment@ctunitedway.org).**

**United Way of Connecticut is an Affirmative Action/Equal Opportunity Employer.**

**Male/Female/Disability/Veteran**

**[www.ctunitedway.org](http://www.ctunitedway.org).**

**United Way of Connecticut, Inc. endeavors to make [www.ctunitedway.org](http://www.ctunitedway.org) accessible to any and all users. If you would like to contact us regarding the accessibility of our website or need assistance completing the application process, please contact (860) 571-7500. This contact information is for accommodation requests only and cannot be used to inquire about the status of applications.**